

DD/A Registry  
File Commo 4

DD/A 77-4699  
23 August 1977

MEMORANDUM FOR : Chief, [redacted]  
FROM : [redacted]  
Executive Officer/DDA  
SUBJECT : WATS Line

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1. While I don't want to take on a paper war concerning the use of the WATS line I thought it might be helpful to you to see some of the comments that are being submitted to me by the DDA offices. (This is a bit of an overstatement since the Office of Finance is the only one that has responded.)

"With only two WATS lines serving the Agency for the entire country it stands to reason that delays in obtaining a line will occur. In keeping with this principal of using WATS lines we have many times taken up to an hour to obtain a line. With the volume of outside calls we are required to make in the course of a day if we were solely dependent on WATS lines we could not be able to answer cable requests or perform other priority actions without recourse to a direct outside line.

"As noted on our memo we have greatly reduced our use of the non-pub line. We give the WATS lines a fair chance, calling at least three times for priority items before reverting to non-pub. On non-priority items we continue WATS until we obtain an open line, usually a very frustrating length of time.

"If we were to average the time attempting to obtain an open WATS line the savings of \$17.10 would vanish."

2. Just thought you would be interested in the above.

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EO/DDA; 23 Aug 77

DIST: Orig - [redacted]  
1 - DDA Subject  
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